

DECISION MEMORANDUM

**TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: MICHAEL DUVAL
DEPUTY ATTORNEY GENERAL**

DATE: MARCH 28, 2023

**SUBJECT: IN THE MATTER OF FREDRIC QUINTO'S FORMAL COMPLAINT
AGAINST ZIPLY FIBER NORTHWEST, LLC; CASE NO. VZN-T-23-01.**

On March 8, 2023, Fredric Quinto ("Petitioner") filed a formal complaint ("Complaint") with the Idaho Public Utilities Commission ("Commission"). Petitioner alleges that Ziplly Fiber Northwest, LLC ("Company"), a Commission-regulated telecommunication service provider, violated Telephone Customer Relations Rule ("TCRR") 500, IDAPA 31.41.01.500, related to the quality of service required by a telephone company. Specifically, Petitioner alleges that his telephone service regularly fails to the point that Petitioner cannot make calls and that the Company provides only temporary remedies.

Petitioner requests that the Commission issue an order installing a permanent line to his residence.

RECOMMENDATION

Commission Staff ("Staff") recommends the Commission issue a Summons to the Company directing it to answer or otherwise respond to the Complaint within 21 days.

COMMISSION DECISION

1. Does the Commission wish to issue a Summons to the Company directing it to answer or otherwise respond to the Complaint within twenty-one (21) days?
2. Anything else?



Michael Duval
Deputy Attorney General